

MONROE COUNTY, FLORIDA

JOB DESCRIPTION

Position Title: Office/PBX Operator
Position Grade: 4

Class Code: 4-7
FLSA Status: Non
Exempt

Date: 8/22/03

GENERAL DESCRIPTION

(The information of the description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.) **Primary function is to answer all incoming calls into Monroe County Switchboard, handling the public with politeness, knowledge and as quickly as possible. Coordinate the daily operations of the Technical Department including clerical support to the department Director and technical staff.**

KEY RESPONSIBILITIES

- * Answering the switchboard for all of Monroe County
 - * Coordinate and maintain work order system procedures and files.
 - * Coordinates schedule for Supervisor and department employees.
 - * Maintain Billing, Inventory and Purchase Orders for Technical Services.
- Coordinate daily operations of Technical Services Department
- Maintain Office Supplies for the department.
- Performs other duties as assigned.

***Indicates an essential job function**

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KEY JOB REQUIREMENTS

Education: High School Diploma or GED required.

Experience: 1 to 2 years, minimum amount of prior related work experience.

Impact of Actions: Decisions and impact are limited to decisions and planning within a small work group or project team.

Complexity: Basic: Work consists of moderately complex procedures and tasks where basic analytic ability is required. Work may involve the comparison of numbers. Selection of appropriate guidelines and procedures, or identification of appropriate actions to follow. Answers are usually found by selecting from specific choices defined in work policies or procedures.

Decision Making: Basic: Ongoing supervision is provided on an "as needed" basis. Some independent judgment is necessary to select and apply the most appropriate of available procedures.

Communication with Others: Requires regular contact within the department and with other departments, outside agencies or the general public, supplying or seeking information.

Managerial

Skills: Involves no responsibility or authority for the direction of others.

Working Conditions: Normal office situation/ Works alone or closely with others/ Typically sitting at a desk or table/

Physical Effort: Requires good hearing.

Other: Should have some experience in dealing with the public.

APPROVALS

Department Head:

Name: _____ Signature: _____ Date: _____

Division Director:

Name: _____ Signature: _____ Date: _____

County Administrator:

Name: _____ Signature: _____ Date: _____

On this date, I have received a copy of my job description relating to my employment with Monroe County:

Name: _____ Signature: _____ Date: _____